



Department of Medical Assistance Services  
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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

**TO:** All Providers (except dentists) participating in the Virginia Medical Assistance Program providing services in Northern Virginia and the Greater Charlottesville area and the surrounding counties

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**MEMO** Special  
**DATE** 12/20/2005

**SUBJECT:** Managed Care Organization (MCO) Merger Between Anthem HealthKeepers Plus & UniCare Health Plan of Virginia – Effective January 1, 2006

The purpose of this memorandum is to inform providers of the merger of two Virginia Medicaid-contracted managed care organizations (MCOs): Anthem HealthKeepers Plus and UniCare Health Plan of Virginia. Effective January 1, 2006, UniCare Health Plan of Virginia will merge with Anthem HealthKeepers Plus, and Anthem HealthKeepers Plus will cover all UniCare Health Plan of Virginia Medicaid and FAMIS (Family Access to Medical Insurance Security Plan) enrollees in the Northern Virginia and Charlottesville regions. This merger will impact the Medicaid and FAMIS enrollees who are currently enrolled and receiving medical care through UniCare Health Plan of Virginia. New enrollees in these areas are currently being enrolled with Anthem HealthKeepers Plus.

This MCO merger will affect former Unicare Health Plan of Virginia Medicaid and FAMIS managed care eligible enrollees and providers in the following localities:

<u><b>Northern Virginia</b></u>		<u><b>Charlottesville and Surrounding Areas</b></u>	
Alexandria	Fauquier County	Albemarle County	Louisa County
Arlington	Loudoun County	Buckingham County	Madison County
Fairfax City	Manassas	Charlottesville	Nelson County
Fairfax County	Manassas Park	Fluvanna County	Orange County
Falls Church	Prince William County	Greene County	

Anthem HealthKeepers Plus and UniCare Health Plan of Virginia are currently working together to integrate their Medicaid and FAMIS operations. They are working with providers and enrollees to communicate how changes will impact them and to assure a smooth transition. Anthem HealthKeepers Plus is currently developing its provider network and is working with

DMAS to assure that the network is as comparable with UniCare Health Plan of Virginia as possible.

Anthem HealthKeepers Plus and UniCare Health Plan of Virginia have developed a transition-of-care process to ensure that enrollees are able to get the care they need without disruption. If providers have questions about the transition process, authorizations, case management, or if providers have a patient enrolled with UniCare Health Plan of Virginia who requires special assistance, contact Anthem HealthKeepers Plus at 1-804-354-2660. For behavioral health issues, please call 1-800-991-6045. For ancillary provider issues, call 1-804-354-2338.

### **IMPACT OF MCO EXPANSION ON PROVIDERS**

Anthem HealthKeepers Plus is currently in the process of contracting with additional primary care providers, specialists, and hospitals in these regions to establish an Anthem HealthKeepers Plus provider network. Many primary care providers currently contracted with UniCare Health Plan of Virginia have and will also enter into contracts with Anthem HealthKeepers Plus. Anthem HealthKeepers Plus will maintain UniCare Health Plan of Virginia's primary care provider panels if the UniCare Health Plan of Virginia primary care provider has contracted with Anthem HealthKeepers Plus. If providers have not already been contacted by Anthem HealthKeepers Plus about contracting, DMAS encourages those providers to contact Anthem HealthKeepers Plus to begin the contracting and credentialing process. Credentialing may take up to 90 days. If a provider does not contract with Anthem HealthKeepers Plus directly, that provider will not be able to serve Anthem HealthKeepers Plus (formerly Unicare Health Plan of Virginia's) enrollees.

Contact Anthem HealthKeepers Plus at the following phone numbers for contracting assistance and information:

Charlottesville and surrounding areas	1-804-354-4126
Northern Virginia	1-703-227-5315

After January 1, 2006, Northern Virginia Medicaid and FAMIS individuals enrolled in managed care will carry a card bearing the name of either Anthem HealthKeepers Plus or AMERIGROUP, Inc. In the Charlottesville area, Medicaid and FAMIS individuals in managed care will carry an Anthem HealthKeepers Plus, Optima Family Care, or Virginia Premier Health Plan ID card. All MCO ID cards include the recipient's Virginia Medicaid ID number.

Providers will be able to identify Anthem HealthKeepers Plus enrollees by their member identification (ID) cards. Recipients may call Anthem HealthKeepers Plus to request replacement cards, if needed. Please note if a Medicaid or FAMIS recipient seeks services, providers should always ask for the MCO member ID card as well as the plastic Medicaid card. These cards will help providers verify eligibility. Providers should always verify a recipient's eligibility at the time of service.

## **IMPACT OF MCO EXPANSION ON ENROLLEES**

Anthem HealthKeepers Plus has informed current Medicaid and FAMIS UniCare Health Plan of Virginia enrollees that their coverage will be changing on January 1, 2006. Anthem HealthKeepers Plus assignments will begin on January 1, 2006. In late December 2005, Anthem HealthKeepers Plus will send UniCare Health Plan of Virginia enrollees an Anthem HealthKeepers Plus member packet with an ID card, benefits booklet, provider directory, and other Anthem HealthKeepers Plus information explaining coverage. Recipients receiving primary care from a physician who has a contract with Anthem HealthKeepers Plus will be able to continue to see the same primary care physician (PCP). Enrollees who are assigned to a UniCare Health Plan of Virginia provider who has not contracted with Anthem HealthKeepers Plus will be able to pick another PCP or will be assigned to another Anthem HealthKeepers Plus PCP. Enrollee questions about coverage and selecting a PCP (including whether the current PCP is contracted with Anthem HealthKeepers Plus) should be directed to Anthem HealthKeepers Plus Member Services at 1-800-901-0020.

While annual open enrollment is usually held in the summer for the Northern Virginia area and in the fall for the Charlottesville area, in order to provide enrollees with enough time to make the right provider choice for themselves, former Unicare Health Plan of Virginia enrollees in these affected areas who are new to Anthem HealthKeepers Plus will be able to change to another plan in their area until March 31, 2006.

While there will be some differences in the types of services that require authorization and referrals as well as in the provider network when compared to UniCare Health Plan of Virginia, the benefits for Medicaid and FAMIS enrollees will not change.

Medicaid recipients may also contact the Managed Care HELPLINE at 1-800-643-2273 if they have questions about Anthem HealthKeepers Plus or their PCP. The Managed Care HELPLINE assists Medicaid recipients in selecting or changing a MCO, addressing and documenting members' concerns, and completing health status assessment surveys that are forwarded to the assigned/chosen MCO. More information on managed care is available on the DMAS website at [www.dmas.virginia.gov/mc-home.htm](http://www.dmas.virginia.gov/mc-home.htm). Questions about FAMIS should be directed to the FAMIS Central Processing Unit (CPU) at 1-866-87FAMIS (873-2647). The FAMIS CPU, in addition to determining eligibility, will also assist with questions about co-payments, MCO provider information, how to contact the MCO, and how to select or change a MCO. More information on FAMIS is available on the FAMIS website at [www.famis.org](http://www.famis.org).

## **NORTHERN VIRGINIA MCO CONTACT INFORMATION**

### **AMERIGROUP, Inc.**

- Provider Services (for contracting, claims payment, case management, pre-authorization, and other provider-related questions): 1-800-454-3730
- Member Services: 1-800-600-4441
- Providers and recipients may also visit [www.amerigroup.com](http://www.amerigroup.com)

### Anthem HealthKeepers Plus

- Member/Provider Services: 1-800-901-0020
- Medical Management: 1-800-533-1120 or via Point of Care at [www.anthem.com](http://www.anthem.com)
- Mental Health 24-Hour Pre-Authorization: 1-800-991-6045
- 24-Hour Nurse Line: 1-800-382-9625
- Provider Contractor/Consultant – Northern Region: 1-703-227-5315
- Provider Contractor/Consultant – Ancillary Providers: 1-804-354-2338
- Provider Contractor/Consultant – Behavioral Health: 1-800-991-6045

## **GREATER CHARLOTTESVILLE AREA MCO CONTACT INFORMATION**

### Anthem HealthKeepers Plus

- Provider/Member Services: 1-800-901-0020
- Medical Management: 1-800-533-1120 or via Point of Care at [www.anthem.com](http://www.anthem.com)
- Mental Health 24-Hour Pre-Authorization: 1-800-991-6045
- 24-Hour Nurse Line: 1-800-382-9625
- Provider/Contractor/Consultant – Charlottesville: 1-804-354-4126

### Optima Family Care

- Provider Services/Contracting: 1-877-865-9075
- Member Services: 1-800-881-2166
- Medical Care Management: 1-800-229-5522
- Website: [www.optimahealth.com](http://www.optimahealth.com) (follow links for “Member” or “Provider”)

### Virginia Premier Health Plan

- Provider Services (for contracting, claims payment, case management, pre-authorization, and other provider-related questions): 1-800-727-7536 or 1-804-819-5151 (select Option 6)
- Member Services: 1-888-338-4579
- Medical Management: 1-888-251-3063 or 1-804-819-5151 (select Option 3)
- Website: [www.virginiapremier.com](http://www.virginiapremier.com)

DMAS appreciates providers’ continued support of Medicaid and FAMIS managed care programs. Questions pertaining to this memo should be directed to Kathleen Dickerson at 1-804-371-8852. Providers who have questions about managed care may also contact the Managed Care Unit at 1-804-692-0270.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy

prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the Provider Column to find Medicaid and SLH (State and Local Hospitalization Program) Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.